

Title: Assistant Manager of Finance Customer Billing
PG: 56
Status: Civil Service
Position Reports to: Manager of Finance Customer Billing
Department: Finance

Class Code: 2255
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a highly responsible supervisory position assisting the Manager of Finance Customer Billing in administering the activities of the Finance Customer Billing Division. Work involves planning, organizing and directing the programs and activities of the division. Responsibilities include; but are not limited to: the activities of the Wastewater/Water/Stormwater/Solid Waste Utilities Billing section plus management of liens/assessments and miscellaneous invoices billings, Water and Wastewater Impact Fee monitoring. Additional responsibilities to include development of policies and procedures intended to minimize losses resulting from write-off of uncollectible invoices for utility and other services provided by the City. Reviews compliance with and the effectiveness of deposit policies. Develops procedures used by various city departments to monitor outstanding invoices that are overdue. Develops goals and policies governing the use of third party collection agents for accounts that have been deemed uncollectible. Continually monitor process and procedures internally/externally to insure compliance with fair debt collection regulations and accurate credit reporting. Incumbent has wide latitude for independent judgment in exercising control and decisions within the framework of established policies and ordinances. General direction is provided by the Manager of Finance Customer Billing and performance is reviewed through evaluation.

ESSENTIAL FUNCTIONS:

1. Develop/review/amend policies and procedures.
2. Develop goals for the overall amount of bad debt exposure to be expected by various city departments based on industry standards.
3. Develops custom reports and database queries to aid in monitoring statistics regarding historical data in the customer billing system.
4. Assists in the periodic upgrade and testing of the computer systems used to track accounts receivable.
5. Provides data for use by the Manager of Finance Customer Billing in planning, coordination and controlling fiscal requirements of Solid Waste, Wastewater, Stormwater and Water Utilities' operating budgets.
6. Trains and supervises group of support personnel, and properly manages office workload to ensure timely preparation and distribution of all billings.
7. Assist in ongoing implementation of automation as required in order to streamline processes.
8. Review of construction plans for the purpose of determining impact fees.
9. Develop strategies and operating procedures to be followed by employees in various city departments.
10. Financial responsibility to monitor and ensure the bad debt expense goal is not exceeded.
11. Develop/review/amend policies and procedures.
12. Audit collection efforts (internal/external) to ensure the highest level of accuracy.
13. Approves and authorizes write-off of accounts that may be sent for external collections.
14. Develop strategies and solutions for collection procedures targeting chronically slow paying customers.
15. Suggest improvements and developments for business systems (Utility Billing System).
16. Keeps informed of all changing laws to ensure department personnel do not violate those laws.
17. Responsible for modification/approval of required collection correspondence for lawful and customer-sensitive content.
18. Provide input into recommended changes to collections setup in the Utility Billing system.

ADDITIONAL RESPONSIBILITIES:

1. Performs specific functions as required by the Finance Customer Billing Manager.

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2. Researches escalated customer issues that pertain to final bills.
3. Verification of information incoming and outgoing to external collection agencies.
4. Responsible for the enforcement/revisions bad debt policies.
5. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of the principles of supervision and management.
2. Thorough knowledge of relational database concepts, desktop productivity tools and SQL report writing techniques.
3. Thorough knowledge of credit and collections practices.
4. Thorough knowledge of accounting and billing procedures.
5. Knowledge of researching methods and analyzing of collections principles and functions.
6. Experience with customer credit reviews.
7. Ability to prioritize and meet deadlines in a dynamic and fast-paced environment.
8. Ability to maintain confidentiality and discretion when dealing with customer accounts.
9. Excellent verbal and written communications skills.
10. Skill with Computer (PC) data entry experiences including Access, Excel and Word.
11. Knowledge and understanding of Fair Debt Collection practices.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to no significant environmental hazards.
The job requires normal visual acuity, sight, ability to speak clearly, manual dexterity, hearing, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with a degree in Finance, Accounting or MIS.
2. Minimum of three (3) years experience in a supervisory role.
3. Completion of City University Level three (3) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.